

2010 Citizen Survey Results - Sorted by Question Type

(revision in **BOLD**)

#	Citizen Survey Question	Question Type	2009	2010
1	Sat w/ Programs for Elderly Population	Aging	81.4%	81.7%
2	Sat w/ Early Intervention Services	Community Services	86.5%	83.7%
3	Sat w/ Mental Health Services Overall	Community Services	83.1%	88.3%
4	Sat w/ services to people w/ mental health problems	Community Services	72.7%	80.5%
5	Sat w/ Services to Substance Abuse	Community Services	71.0%	77.1%
6	Sat. with Services to Mental Retardation	Community Services	87.6%	85.2%
7	Satisfaction of County Government in General	County-wide	90.6%	91.9%
8	PWC Quality of Life (rated on a 10-pt scale, 10 = highest)	County-wide	7.30	7.28
9	Trust in County Government (% saying 'Always' or 'Most of time')	County-wide	63.4%	63.0%
10	Helpfulness of County Employees	County-wide	79.9%	82.4%
11	Sat w/ Ease of Travel around NoVA outside PWC	County-wide	40.8%	40.8%
12	Sat w/ Efficient and Effective Service	County-wide	89.7%	88.4%
13	Sat w/ Informing Citizens about Government	County-wide	79.7%	76.7%
14	Sat w/ Value for Tax Dollar	County-wide	80.8%	83.1%
15	Sat w/ the safety of buildings constructed in the last two years	Development Services	94.2%	95.6%
16	Sat w/ Attracting New Jobs to PWC	Economic Development	73.2%	75.9%
17	Sat. with PWC Government Web Site	Executive Management	92.9%	92.8%
18	Sat w/ helpfulness of tax County employees	Finance	86.1%	87.0%
19	Sat w/ timeliness of tax request	Finance	88.9%	88.5%
20	Sat w/ Emergency Medical Rescue Services	Fire and Rescue	97.9%	95.7%
21	Sat w/ Fire Fighting in R's Area	Fire and Rescue	98.7%	98.1%
22	Sat w/ Service from Library Staff	Library	98.5%	98.4%
23	Sat. with Providing Library Services	Library	95.0%	95.3%
24	Sat. with Park Authority	Park Authority	95.4%	95.1%
25	Sat. with Providing Park and Recreation Programs	Park Authority	90.9%	89.6%
26	Sat w/ Opportunities for Citizen Input re: Development	Planning	75.4%	73.7%
27	Sat w/ Planning of Land Development	Planning	66.5%	68.6%
28	Sat w/ Rate of PWC Growth	Planning	70.5%	69.3%
29	Sat w/ Visual Appearance of New Development	Planning	88.1%	88.2%
30	Sat that Police Dept treats everyone fairly	Police	78.8%	79.9%
31	Sat w/ Overall Performance of Police Dept.	Police	92.5%	92.2%
32	Sat w/ Police Dept. Attitudes Towards Citizens	Police	84.4%	84.7%
33	Sat w/ Reduce the Use of Illegal Drugs	Police	88.3%	85.2%
34	Sat w/ Safety in Neighborhood at Night	Police	86.7%	87.2%
35	Sat w/ Safety in Neighborhood in Daytime	Police	93.0%	94.9%
36	Sat w/ Safety in Business area at Night	Police	na	82.8%
37	Sat w/ Safety in Business area in Daytime	Police	na	92.7%
38	Sat w/ Assistance on the Scene	Police, Fire and Rescue	92.8%	92.5%
39	Satisfaction with Time for Help to Arrive	Police, Fire and Rescue	89.4%	90.4%
40	Sat. with Health Department	Public Health	87.0%	83.2%
41	Sat w/ Assistance from 9-1-1 Operator	Public Safety Communications	94.8%	94.5%
42	Sat w/ Preventing Neighborhood Deterioration	Public Works	72.1%	68.6%
43	Sat. with Compost Facility	Public Works	na	98.0%
44	Sat. with Landfill	Public Works	98.0%	97.8%
45	Sat w/ Convenient Ways to Register to Vote	Registrar	95.7%	97.1%
46	Sat w/ efficiency & effectiveness of voting precinct	Registrar	95.3%	97.0%
47	Sat that School System Provides Efficient Service	Schools, PWC	86.1%	87.2%
48	Sat. with Service Authority	Service Authority, PWC	92.9%	94.0%
49	Sat w/ Security in Courthouse	Sheriff	98.2%	96.6%
50	Sat. with Dept. of Soc. Services	Social Service	74.1%	73.7%
51	Sat w/ Coordination of Development with Road Systems	Transportation	59.1%	57.1%
52	Sat w/ Ease of Travel in PWC	Transportation	55.9%	64.1%
53	Satisfaction with Street Lighting	Transportation	82.8%	83.2%